



2013
628TH MEDICAL GROUP
REPORT CARD

CARING FOR OUR PAST, PRESENT AND FUTURE HEROES



What is Quality Healthcare?



Quality healthcare can be defined as the extent to which patients get the care they need in a manner that most effectively protects or restores their health. This means having timely access to care, getting treatment that medical evidence has found to be effective, and getting appropriate preventive care.

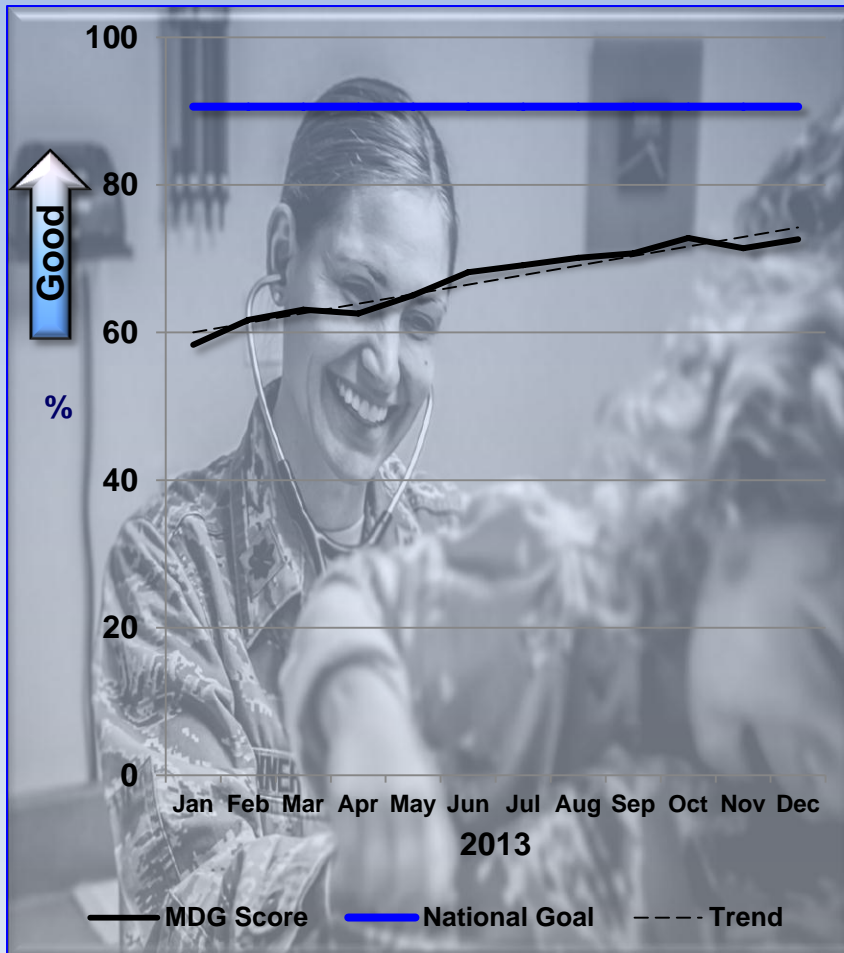
A big question for consumers is “How do I know I’m receiving quality care?” One tool available to help them answer this question is the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS, which was developed and is continually updated by the [National Committee for Quality Assurance](#), is used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. HEDIS allows consumers to compare health plan performance to other plans and to national or regional benchmarks. Altogether, HEDIS consists of 80 measures across 5 domains of care. Because so many plans collect HEDIS data, and because the measures are so specifically defined, HEDIS makes it possible to compare the performance of health plans on an “apples-to-apples” basis. Health plans, such as TRICARE, also use HEDIS results to see where they need to focus their improvement efforts.

This “report card” provides current results on the more broadly applicable HEDIS measures for the 628th Medical Group’s patient population. A few other measures on important aspects of quality of care and customer satisfaction are also provided.

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Well-Child Visits

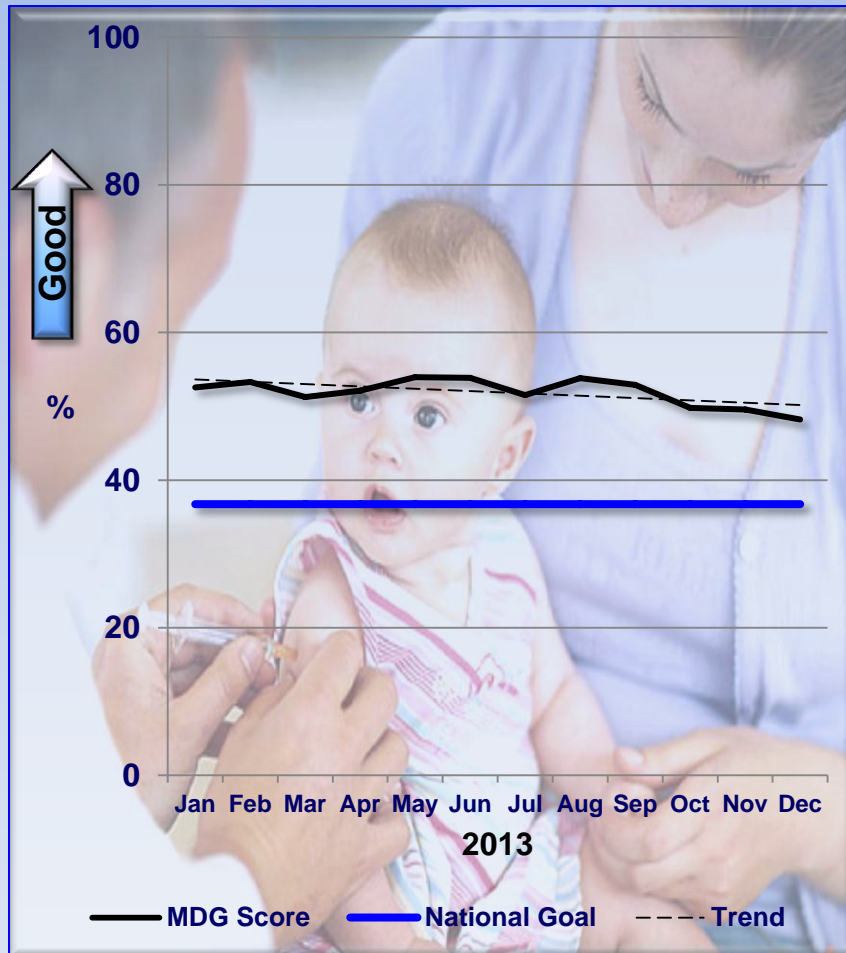


- **What was measured:**
Children who had at least 6 well-child visits before 15 months of age
- **Importance to you:**
Well-child screenings are extremely important to ensure proper growth and development of your child
- **Assessment:**
 - New nationwide measure
 - Strong upward trend in past year
- **What can you do?**
Be sure to schedule well-child visits as recommended by your child's PCM. They should occur at 2, 4, 6, 9, 12, and 15 – 18 months. During these visits, the PCM can provide preventive care by assessing and tracking a child's physical, behavioral, developmental and emotional status as they grow

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Childhood Immunizations



- **What was measured:**

Children completing 4 DTaP, 3 IPV, 1 MMR, 3 Hep B, 3 Hib, 1 VZV, 4 PCV, 1 Hep A, 2 or 3 RV, and 2 influenza vaccines by their 2nd birthday

- **Importance to you:**

Vaccine protects children from serious preventable diseases such as measles, mumps, whooping cough and chickenpox

- **Assessment:**

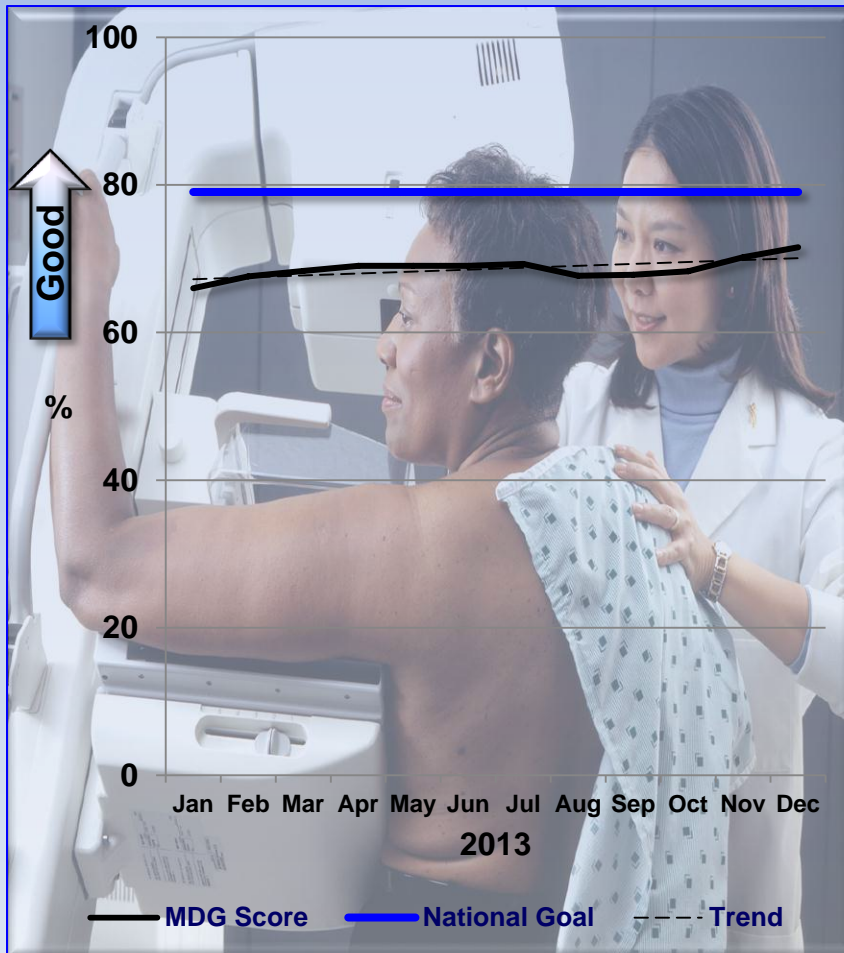
- Your child's immunization status is assessed during scheduled appointments
- Overall, we're doing very well with this measure

- **What can you do?**

Be sure your child is vaccinated by following the recommended vaccination schedule



Breast Cancer Screening



- **What was measured:**

Women, age 42 – 69, who had a mammogram in the past 2 years

- **Importance to you:**

Chances of developing breast cancer increase with age. Mammograms help detect breast cancer earlier when it is more easily treatable

- **Assessment:**

Beginning in 2014, a mammogram is recommended every year for women, age 50 – 74. Younger women should discuss their family history with their PCM to assess their individual screening needs

- **What can you do?**

Get a mammogram per the schedule above. We'll call to remind you if we don't see you've had one as recommended



Cervical Cancer Screening



- **What was measured:**

Women, age 24 – 64, who had a pap smear in the past 3 years

- **Importance to you:**

Cervical cancer is easily treated or prevented if detected early

- **Assessment:**

- Our patient population is doing very well
- Trend is fairly steady but the opportunity to improve exists

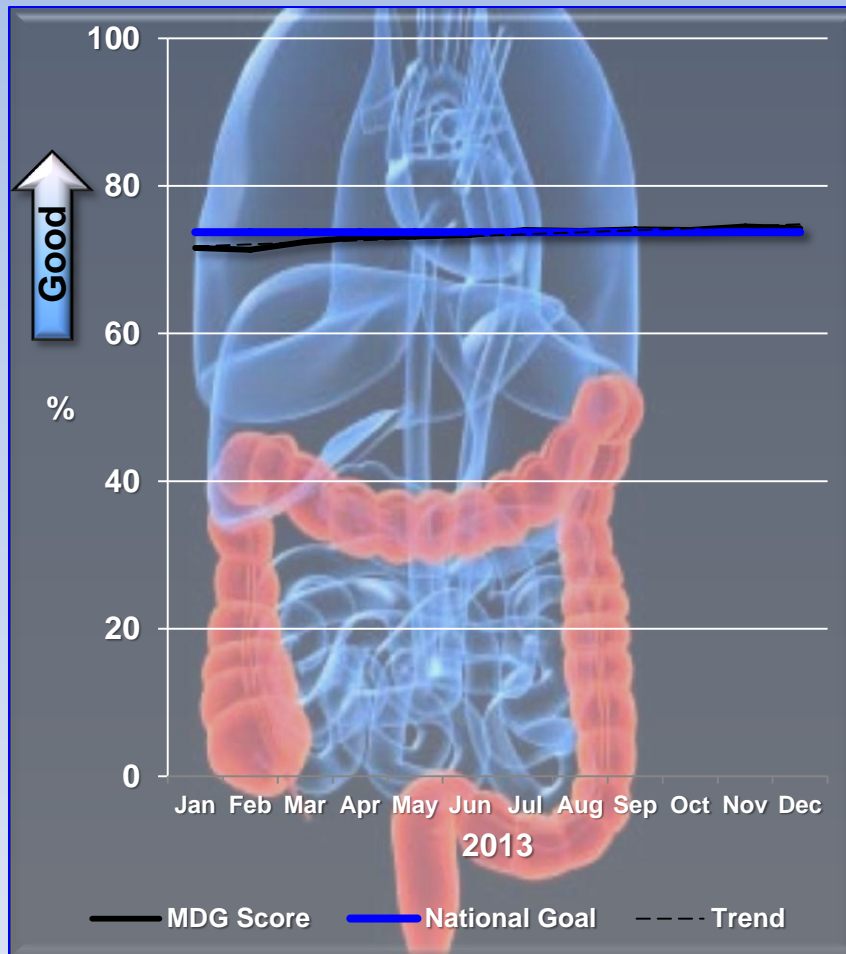
- **What can you do?**

Beginning in 2014, two options are recommended

- Women, age 21 – 64, should have a pap smear every 3 years; or,
- Women, age 30 – 64, should have a pap smear and human papillomavirus (HPV) co-testing every 5 years



Colorectal Cancer Screening



- **What was measured:**

Adults, age 51 – 75, who had an appropriate colorectal cancer screening. Screening intervals vary by method of screening

- **Importance to you:**

Colon cancer is more easily treated with early detection. Screenings help detect colorectal cancer earlier, when it is more easily treatable

- **Assessment:**

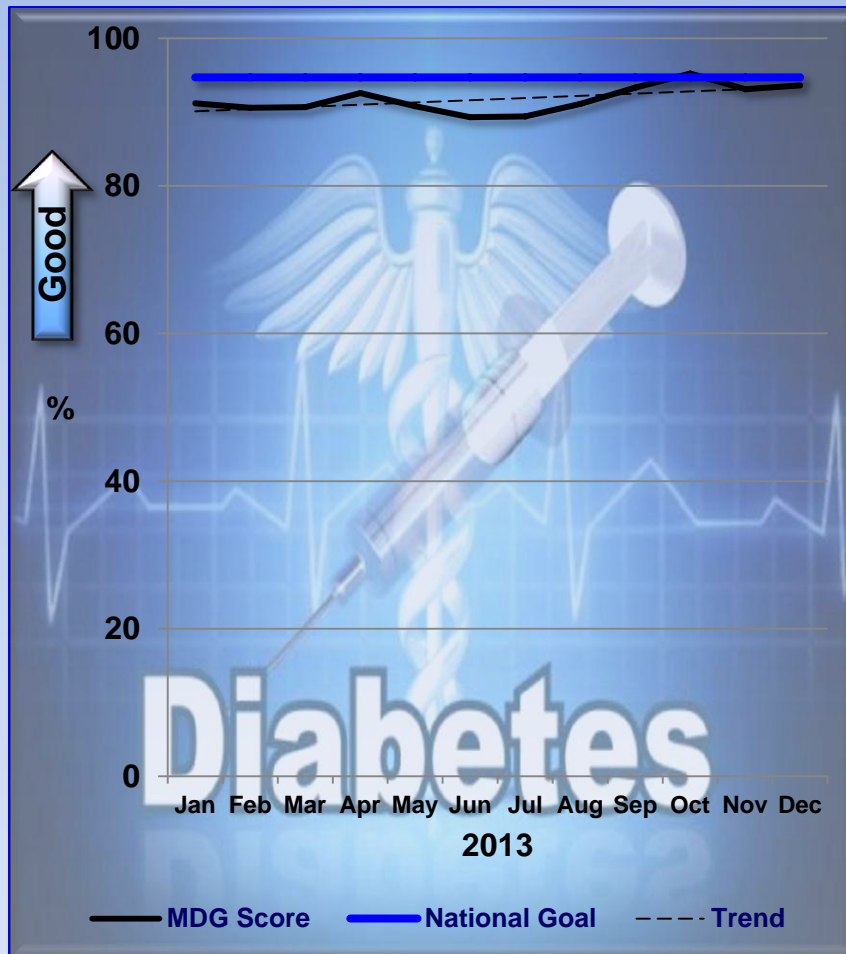
- TRICARE covers screenings after age 50
- Trend is positive. Our patients are doing very well with this measure

- **What can you do?**

Talk to your provider about the need for screening



Diabetic Management HbA1c Screening



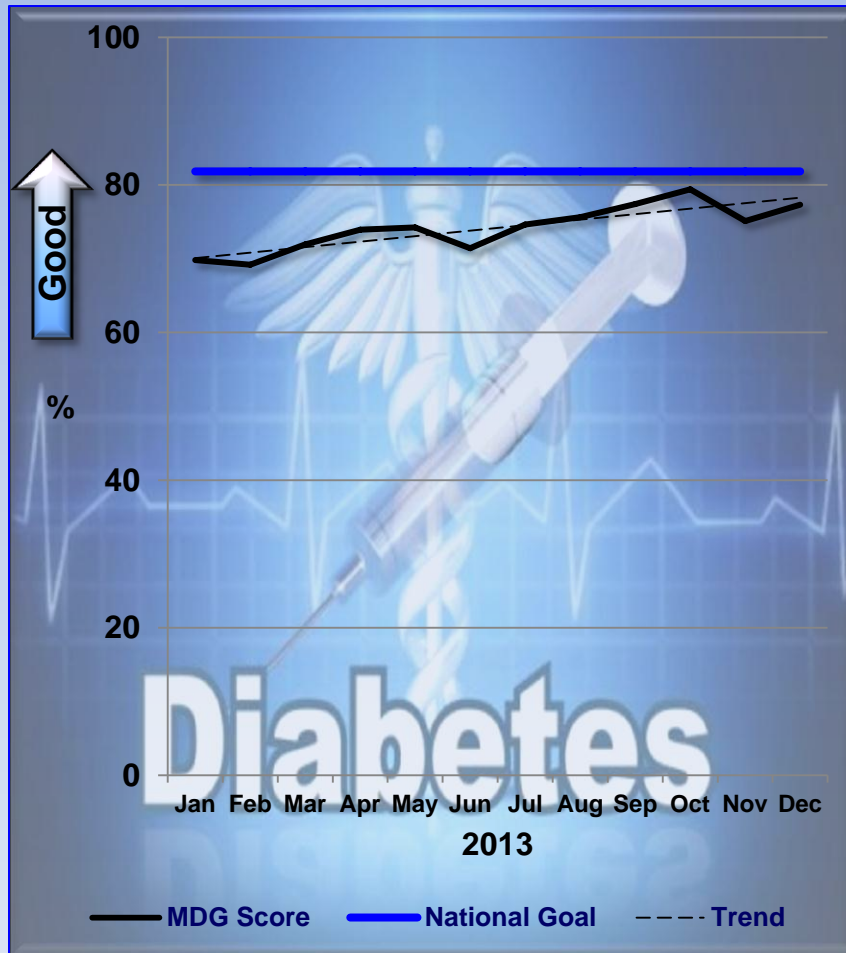
- **What was measured:**
Diabetic patients, age 18 – 75, with at least one A1c test in the last year
- **Importance to you:**
Diabetics are at higher risk for heart and kidney disease
- **Assessment:**
 - Having an annual A1c measure is vital step in preventing heart and kidney disease
 - We have a positive trend with our patients but the goal is being raised for 2014; continued progress is important
- **What can you do?**
All diabetics should have their lab work completed as recommended by their PCM

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Diabetic Management

HbA1c Control

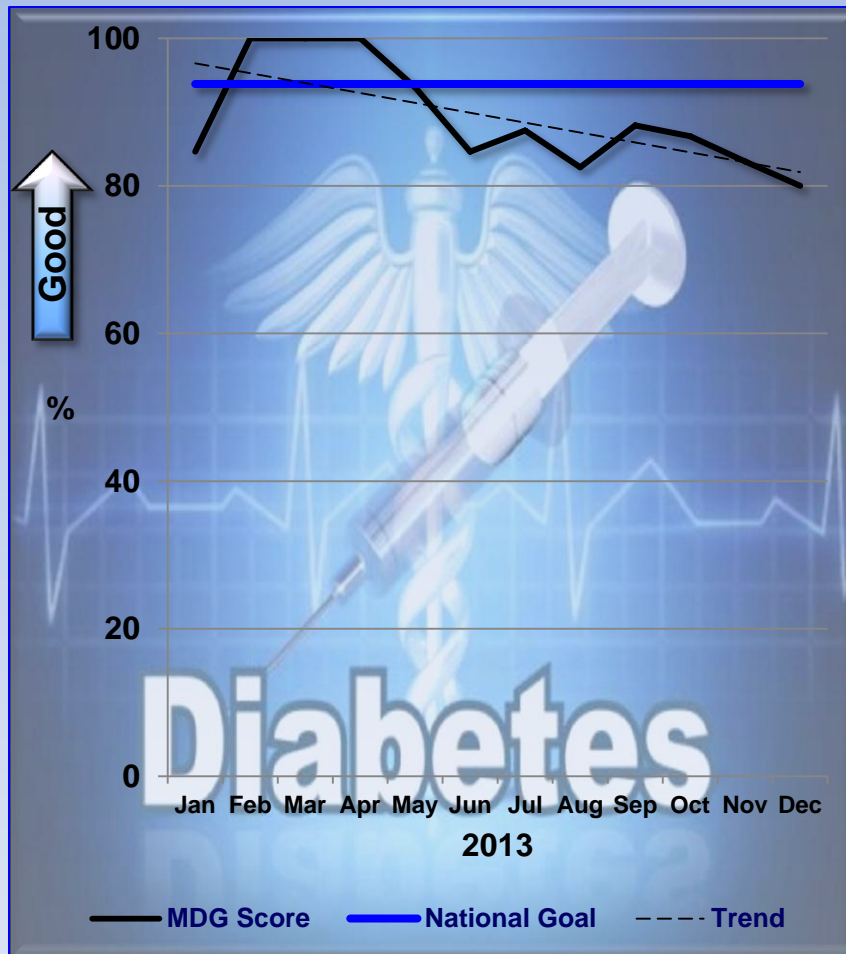


- **What was measured:**
Diabetic patients, age 18 – 75, with their most recent A1c value less than or equal to 9%
- **Importance to you:**
Diabetics are at higher risk for heart and kidney disease
- **Assessment:**
 - Control of A1c values is a vital step in preventing heart and kidney disease
 - We're seeing a positive trend with our patients but we have further progress to make
- **What can you do?**
 - Call and speak with our disease management nurses to arrange your care

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Diabetic Management LDL Screening



- **What was measured:**

Diabetic patients who received an LDL-C screening (lipid). This is an important baseline assessment

- **Importance to you:**

- Diabetics are at high risk for heart disease
- Controlling your lipids is an easy way to prevent heart disease from occurring

- **Assessment:**

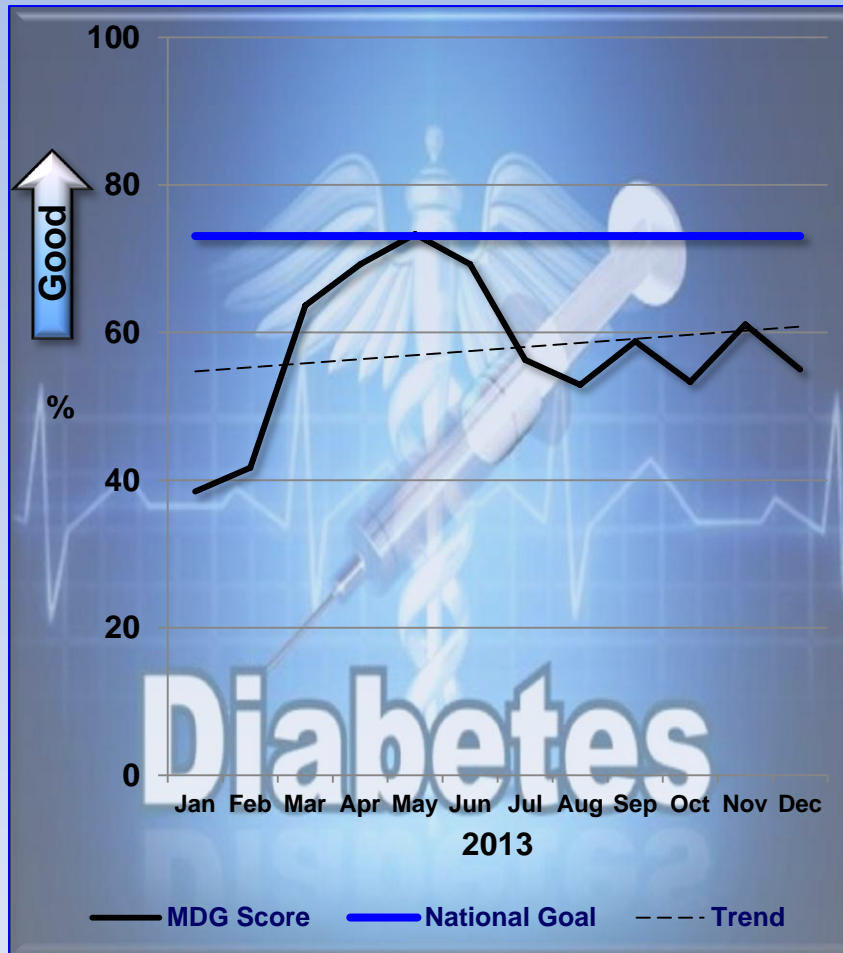
- Having a baseline LDL measure is vital for cardiovascular protection of diabetics
- Recent trend needs to be reversed

- **What can you do?**

All diabetics should have their lab work completed as recommended by their PCM



Diabetic Management LDL Control



- **What was measured:**

Percentage of diabetic patients whose LDL-C (lipid) is controlled (<100 mg/DL). This is a measure of how well a patient's diabetes is being managed

- **Importance to you:**

- Diabetics are at high risk for heart disease
- Controlling your lipids is an easy way to prevent heart disease from occurring

- **Assessment:**

- LDL monitoring is vital for cardiovascular protection of diabetics
- Upward trend in past year

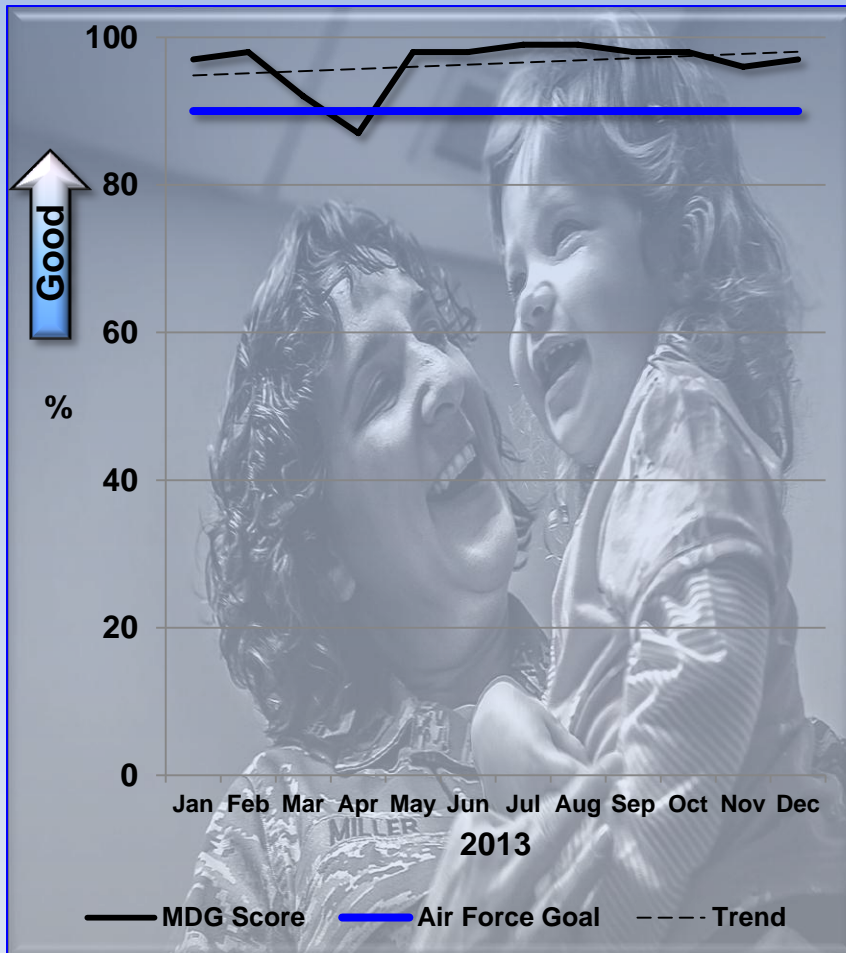
- **What can you do?**

- Call and speak with our disease management nurses to arrange your care

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Continuity of Care



- ***What was measured:***

Consistency with which you saw your PCM or his/her team partner

- ***Importance to you:***

More consistency = higher likelihood of better quality care

- ***Assessment:***

- Trend is significantly higher for seeing PCM (ideal), primarily at the expense of seeing his/her partner (next-best)
- Need to increase opportunities to see PCM and/or partner consistently

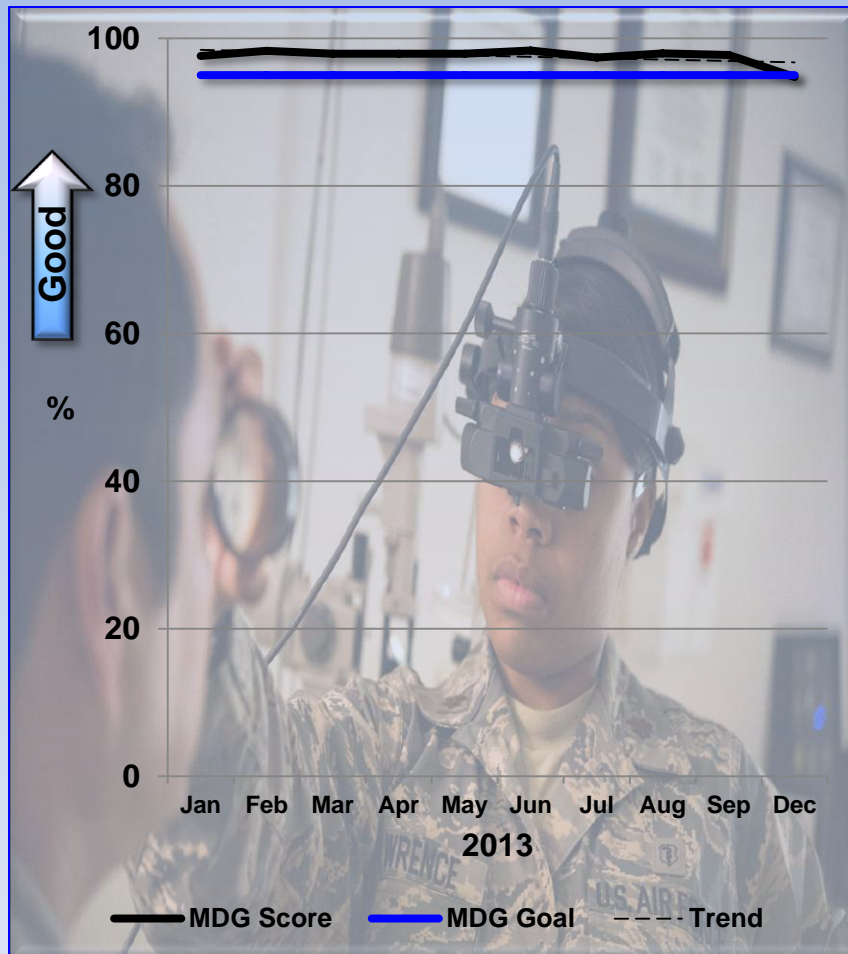
- ***What can you do?***

Be more concerned about seeing your PCM rather than the next available provider

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Overall Satisfaction



- **What was measured:**

Patient satisfaction as measured through a weekly telephonic survey of a statistically significant sample size

- **Importance to you:**

Provides the clinic very timely feedback and the opportunity to respond to patient concerns as quickly as possible

- **Assessment:**

- Largely impacted by ability to see PCM in a timely manner
- Negative impacts mostly seen during temporary PCM absences during deployments or PCS reassignments
- 628 MDG has scored higher each succeeding year 7 out of the past 8 years

- **What can you do?**

Give us your feedback so we can identify opportunities to improve

NOTE: Data unavailable for October – November 2013

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